QuicKnowledge.com Curriculum

<u>Career Growth</u>
Achieving Personal Goals
Basics of Effective Communication
Becoming an Effective Team Member
Business Writing Basics
Internet Basics
Interviewing Skills for Job Candidates
Organizing Your Workspace
Presentation Skills
Time Management
Valuing Diversity
Writing Effective E-Mail

<u>Communication</u>
Appreciating Personality Differences
Basics of Effective Communication
Business Writing Basics
Conflict Intervention
Executive-to-Employee Communication Strategies
Intercultural Business Etiquette
Internet Basics
Presentation Skills
Providing Effective Feedback
Setting Performance Goals and Expectations
Writing Effective E-Mail

<u>Customer Service</u>
Appreciating Personality Differences
Building Strong Customer Relationships
Dealing with Difficult Customers
Telephone Skills for Quality Customer Service
Valuing Diversity

<u>Human Resources</u>
Conducting Performance Reviews
Dealing with Violence in the Workplace
Discriminatory Harassment: Promoting a Respectful Workplace (For Employees)
Discriminatory Harassment: Promoting a Respectful Workplace (For Managers)
Interviewing Job Candidates
Managing Stress
Moving from Trainer to Performance Consultant
Preventing Sexual Harassment (For Managers)
Preventing Sexual Harassment (For Employees)
Recognizing and Avoiding Burnout
Recognizing and Managing Anger
Recognizing and Responding to Signals of Violence
Time Management
Valuing Diversity

<u>Leadership</u>
Applying Leadership Basics
Coaching and Counseling
Creating a Strong Leadership Team
Delegating
Developing a Strategic Plan
Leading Effective Meetings
Leadership Skills for Women
Managing Change
Mentoring
Motivating Employees
Recognizing Employee Performance
Setting Performance Goals and Expectations
Solving Problems as a Team
Valuing Diversity

<u>Supervision</u>
Leading Effective Meetings
Managing Change
Managing Disagreement
Managing Negative People
Managing Projects
Recognizing Employee Performance
Retaining Valuable Employees
Succeeding as a Supervisor
Valuing Diversity

<u>Team Building</u>
Becoming an Effective Team Member
Building a Successful Team
Creating a Strong Leadership Team
Leading Effective Teams
Solving Problems as a Team